

# EXTRA CAUTIONARY MEASURES

The following extra cautionary measures have been implemented to support the tenants sheltering in place:



## Repairs and Maintenance

Only urgent maintenance repairs are executed at this time. When maintenance personnel enter a unit to conduct urgent repairs, he dons PPE. The tenant is required to practice physical distancing or wait in another room when possible.

After hours emergency repairs are still provided.

In accordance with our local fire department, the fire alarm and detection systems are tested on a monthly basis. During COVID-19 the tenants are asked to not participate, however, if they have any questions, they are encouraged to contact the office.



## Deliveries from Family, Friends and External Services

Although we encourage deliveries to tenants, direct contact between the tenant and the individual delivering, is not permitted. Upon arrival, the tenant is notified by the delivery person via the call system located in the vestibule at the main entrance. The parcel is dropped off in the vestibule, and once the individual leaves, the security guard retrieves the parcel. Parcels are placed on a table at a safe distance for tenants to retrieve at their leisure. Should a parcel be too large or too heavy, or if for any other reason the tenant is unable to retrieve their parcel, we will deliver it.



## Grocery Delivery Service

An internal grocery delivery service has been implemented to minimize outings and promote safety. Items offered include dairy products, canned goods, personal hygiene items, snacks, pet supplies and much more. Each week, a grocery list of available items is distributed to the tenant's internal mailbox. The list includes price per item and quantity ordered for budgeting purposes. Once completed, the tenant returns their list to their internal mailbox for pick up. As an added bonus, bi-weekly draws are promoted, and the cost of tickets can be added to their grocery list. Items are picked from the Tuck Shop and ordered from suppliers. When the order has been filled, it is hand delivered to the tenant.



## Laundry Coin Exchange

With the reduction in banking hours and services, a coin exchange service has been implemented to provide tenants with laundry money. Coins are ordered by contacting the office. Ordered coins are delivered rolled and in a plastic bag to reduce the risk of spread. There is no money exchanged at this time, rather the cost of coins is added to the tenants monthly pre-authorized debt for rent and meal payments.



## Refuse Pick-Up Service

A refuse pick-up service has been implemented to reduce corridor traffic. Daily, tenants prepare their garbage the leave it outside their door for pick up. Once gathered, the large garbage is brought down to the main garbage room on the first floor.



## Floor Markings

To adhere to the Government recommendations for the physical distance requirement, tape has been affixed to the floor at the required 2-meter measure. Foot placement indicators have been affixed to the floor, where necessary, to identify safe distancing while waiting.

## Elevator Use

To adhere to the physical distancing requirements, a sign is affixed to both the inside and outside of each elevator indicating that only one rider at a time is permitted.

## Meal Delivery Service

Due to COVID-19, our dining room is closed. All meals are delivered to each tenant via food cart. The menus remain unchanged, and both hot and cold meals are delivered in accordance with tenant selection. Able tenants meet the PSW at their unit door to receive their meal. Assistance with meal delivery remains in place for those unable to meet the PSW at the door. All menu items are delivered on disposable dishes to reduce the risk of spread. Delivery carts are thoroughly sanitized before and after each meal service.

Tenants look forward to the new spring menu coming out during the first week of May.



## Cleaning and Sanitizing Measures

Enhanced cleaning and sanitization protocols have been implemented. The use of hand sanitizer dispensers throughout the building is encouraged. Our cleaning and disinfecting regiment includes...disinfecting all hand rails and all door knobs, every other day; all elevator surfaces, at a minimum of twice a day; cleaners disinfect public areas including the front vestibule, the call system in the main entrance, the garbage rooms, laundry rooms, the back door and all steel frames with respect to doorways and the front entrance; all administrative offices and the boardroom are sanitized at the end of each day, inclusive of high-touch surfaces such as desks, tables and office equipment.



## Wellness

The mental wellbeing of our tenants is critical during COVID-19 to ensure continued compliance and to measure our success in overcoming COVID-19. In light of this, we have strategically scheduled PSW medication reminders, temperature taking, safety checks, laundry, garbage pick-up and personal support services throughout the day to allow for face-to-face interaction. During these daily visits, the care-worker can visually assess how the tenant is coping with self-isolation. A decline in health can be immediately recognized and addressed.



Recognizing the need for cognitive stimulation, and to keep tenants engaged with one another, at a distance, we offer the following: various brain teasers, crossword puzzles, wordsearches, crime solving, fill-in-the-blanks and "How Many Can You Find?" games. Distribution and retrieval align with the menu delivery. Completed puzzles are entered into a draw. The winner is announced on the following weeks game sheet.



We have engaged with external services within our community to provide another avenue to voice their concerns and be heard. We include contact information on each administrative memo to encourage tenants to reach out to these agencies.

## Supportive Housing Emergency Response



We understand that peace of mind supports wellness, hence we remind everyone that the 24-hour emergency response services remain in place during the COVID-19 pandemic.

## Administration and Communication



Although the administration offices are not open to the public, staff are working their regular hours during this pandemic. We continue to monitor our protocols, implement new infection control measures and assist other departments. We also keep informed on issues related to COVID-19 and watch the daily press releases from Prime Minister Trudeau and Premier Ford for further guidance.

All disciplines meet daily to review protocols and to keep updated on current departmental issues. Minutes are kept and distributed.



All volunteers have been relieved from their assigned tasks and office staff have taken on their duties along with some daily and weekly dietary functions. These undertakings include mail delivery, collecting and processing of weekly the menus, compilation and preparation of grocery lists, prepare and deliver the coin orders and assist the PSW's with the delivery of same.

Tenants are encouraged to contact the administration office for updates, clarifications, and to voice their concerns and their appreciation.



Memos to inform tenants and agency personnel are sent weekly, or as often as necessary. Memos are also intended to keep families and friends current.



Tenants are encouraged to use alternate forms of communication to maintain contact with their family and friends. Communication platforms includes, but is not limited to online chats, email, Facetime, Skype and Messenger. Staff and maintenance personnel can assist tenants with software applications and the installation of new equipment. If all else fails, the use of telephone is still encouraged!



Tenants and family members express their gratitude with cards, special notes of thanks and with gifts of appreciation.

On behalf of the staff, thank you for your words of encouragement.



## FINANCIAL PROCEDURES

All tenants are enrolled in the Pre-Authorized Debt (PAD) program for the payment of draw tickets, meal and rent invoices, payment for groceries and coin.

For the purpose of transparency and accountability, each tenant provides a written consent for all financial transactions